

CHAPTER 11

SECTION 8

REPORTS

The Duplicate Claims System includes an integrated reporting system that generates standard and custom reports. These reports facilitate resolution activities and support contractor and TMA auditing and management functions. In addition to the range of user-defined reports and graphs provided by the **Report** function on the menu bar, the system provides the capability to download data to local tables. This capability, which is accessed through the **Utility** function on the menu bar, enables users to load Duplicate Claims System data into other database management or reporting software and subsequently generate a variety of ad hoc queries and reports. See [Addendum E](#) for report descriptions and sample reports.

1.0. USING THE REPORT FUNCTION

FIGURE 11-8-1 REPORT CATEGORIES MENU

The screenshot shows the 'PFW Runtime - [CLAIMS RESOLUTION]' window. The 'Report' menu is open, displaying options: 'Set Reports', 'Claim Reports', 'Summary/Management Reports', and 'Graphs'. The window also shows a date/time stamp '09/01/1996 1:45:56 PM' and a 'NON-INSTITUTIONAL' label. Below the menu, there is a section for 'SET: 35238' with fields for 'Status: Open', 'Match Type: 0', 'Owner FI: 06', and 'Owner Region: Region 6'. A summary section displays 'Total Amt Ident Recoup: \$0.00', 'Total Amt Actual Recoup: \$0.00', and 'Total Allowed HCSR Adj: \$0.00'. A 'RESOLVE THE SET' button is present, along with a 'Load Date: 03/21/1996' and '4 of 5' indicator. A table with 8 columns (Dupe?, Reason Code, Identified Recoup, Actual Recoup, ICN, Suffix, Sponsor SSAN, Resp FI) contains two rows of data. At the bottom, there are buttons for 'CLAIM DETAIL' and 'LINE ITEM', navigation arrows, and 'Edit'/'Locked' status indicators.

Dupe ?	Reason Code	Identified Recoup	Actual Recoup	ICN	Suffix	Sponsor SSAN	Resp FI
N	BASE	\$0.00	\$0.00	19953104875276	B	555555555	57
		\$0.00	\$0.00	19953314825901	A	555555555	06

The menu bar on the top of every screen in the Duplicate Claims System includes a Report function with a pull-down menu. When a user selects **Report** from the menu bar, a report categories menu appears (shown in [Figure 11-8-1](#) (on the previous page), Report Categories Menu) to display the four selections available to the user:

- Set Reports
- Claim Reports
- Summary/Management Reports
- Graphs

When a user selects one of the report categories, a list of the available report formats for that category appears. When a report format is selected, a parameter screen appears to present the user with available options for limiting the claims/sets to be included in the report. The parameter screen resembles the **View** screen. A number of options are presented from which the user can define the data to be included in the report. [Figure 11-8-2](#), Report Parameter Screen (below), shows the options available for selecting data to be included in a particular report format.

FIGURE 11-8-2 REPORT PARAMETER SCREEN

PTW Runtime - [CLAIMS RESOLUTION]

File View Locate Modify Report Utility Help

Select Report Parameters:

Claim Set Status

☐ All

☐ Open

☒ Pending

☐ Closed

☐ Validate

☐ Adjusted Sets

Set Owner Type

☐ All

☒ Multi FI

☐ Single FI

Claim Type

☐ All

☒ Institutional

☐ Non-Institutional

Date Type

Load

Start **End**

m/m/dd/yyyy m/m/dd/yyyy

Match Type

☐ All

☒ Exact Match

☐ Near Match

☐ Date Overlap

☐ CPT-4 Match

☐ Other

FI **Region**

'All' 'All'

06' Region 6

OK Cancel

Note that the system recognizes if the user is a TMA or contractor user and will display the appropriate options. For example, a contractor is able to print only the FI's data (i.e., sets assigned to this contractor or region) and not data of other contractors. TMA users are able to generate reports containing data from all contractors.

The parameter screen presents available options for data selection criteria based on the user type and the type of report format selected. For example, some report formats permit users to include institutional data, non-institutional data, or both in a report. Other formats are exclusively dedicated to either institutional or non-institutional data. Some report formats permit users to include data based on a range of dates while others do not.

The parameter screen detects the user type and the report format selected and displays only those data selection criteria options available for the user and the selected format.

The date range options on the report parameter screen allow a user to specify a selection of sets or claims based on a range of different dates such as:

- Process-to-completion date - date when the claim was processed to completion.
- Load date - date when the set was loaded into the Duplicate Claims Database (or when an appended claim was loaded or when set ownership was changed as a result of a mass change or change in the **Owner FI** field).
- Last date - dates when the set was last updated by the user or the system.

After a user selects a report format and data parameters and clicks 'OK', the system informs the user of the number of records found which match the selection criteria. The system then prompts the user whether or not to continue. If the user wishes to continue and clicks 'Y', the system creates the report and displays it on the user's screen.

The user may then choose to direct the report to a printer. Prior to printing a report, the user should ensure that the correct printer is set as the default printer and properly configured in Windows®. The correct printer can be selected and configured using the SET UP button on the Report menu bar above the Report display.

2.0. DESCRIPTION OF REPORTS

[Addendum E](#) contains a description and sample of all available reports. The four categories of reports, described briefly below, provide reports based on set characteristics and claim characteristics. It also provides a range of summary and management analyses as well as graphical presentations of data. Each of the four categories of reports are further defined by a menu to specify report format and a menu to specify report parameters.

2.1. Set Reports

Set reports contain set information based on selection criteria established by the user. In other words, if a set has met the selection criteria for a report, all claims in the set will be included. Set reports are defined by two additional menus: set report formats and report parameters. Sample set report menus are shown in [Figure 11-8-3](#) (on the following page).

FIGURE 11-8-3 SET REPORT MENU

PFW Runtime - [CLAIMS RESOLUTION]

File View Locate Modify **Report** Utility Help

CLAIM SET

Protected by the Privacy Act of 1974

1:48:55 PM

Set Reports (selected)
 Basic
 User Log Report
 Explanation Report (selected)
 Region Unassigned

Validate
Modify

Number **Status** **Match Type** **Owner FI** **Owner Region**

SET: **35238** **Open** **O** **06** **Region 6**

Total Amt Ident Recoup: \$0.00
Total Amt Actual Recoup: \$0.00
Total Allowed HCSR Adj: \$0.00

RESOLVE THE SET

Load Date: 03/21/1996
 4 of 5

Dupe ?	Reason Code	Identified Recoup	Actual Recoup	ICN	Suffix	Sponsor SSAN	Resp FI
N	BASE	\$0.00	\$0.00	19953104875276	B	555555555	57
		\$0.00	\$0.00	19953314825901	A	555555555	06

CLAIM DETAIL **LINE ITEM**

Edit **Locked**

2.2. Claim Reports

As the name suggests, Claim Reports contain listings of individual claims that meet specific criteria based on the report format selected and the filters applied by the user on the Report Parameter screen. Sample claim report menus are shown in Figure 11-8-4 (on the following page). Examples of claim reports are:

2.2.1. All institutional claims in sets assigned to a particular region grouped by set status

- All claims in multi-contractor sets for a particular region by set status and within a specified load date time frame
- All claims identified as an actual duplicate in a set with Pending status and with a last date between a specified date range
- All non-duplicates for a specified region which are not BASE claims.

Special report formats for Claim Reports have been developed for use by a contractor during the various stages of the claim set life cycle. For example, there is a

report format that lists the claims identified as actual duplicates for which recoupment should be initiated. This report could be generated by a person researching potential duplicates and sent to the recoupment unit daily. Another report format lists those claims for which recoupments have been received. This report could be generated by a contractor finance unit and sent to the adjustment unit when adjustments/cancellation HCSRs need to be submitted.

FIGURE 11-8-4 CLAIM REPORT MENU

CLAIM SET SUMMARY

Protected by the Privacy Act of 1974

SET: 35238 Status: Open Match Type: O

Total Amt Ident Recoup: \$0.00
Total Amt Actual Recoup: \$0.00
Total Allowed HCSR Adj: \$0.00

RESOLVE THE SET Date: 03/21/1996 4 of 5

Dupe ?	Reason Code	Identified Recoup	Actual Recoup	ICN	Suffix	Sponsor SSAN	Resp FI
N	BASE	\$0.00	\$0.00	19953104875276	B	555555555	57
		\$0.00	\$0.00	19953314825901	A	555555555	06

CLAIM DETAIL LINE ITEM [Navigation Arrows]

Edit Locked

2.3. Summary/Management Reports

Summary/Management Reports display claims and other system data in formats which facilitate analyses and management functions. Sample summary/management report menus are shown in [Figure 11-8-5](#) (on the following page). Examples of Summary/Management reports are:

- 2.3.1. Set aging reports.
- 2.3.2. Claim aging reports.
- 2.3.3. Monthly summary of recoupments.

2.3.4. Performance reports.

FIGURE 11-8-5 SUMMARY/MANAGEMENT REPORT MENU

The screenshot shows a software window titled "PFW Runtime - [CLAIMS RESOLUTION]". The menu bar includes File, View, Locate, Modify, Report, Utility, and Help. The "Report" menu is open, displaying options: Set Reports, Claim Reports, Summary/Management Reports (highlighted), and Graphs. A sub-menu for "Summary/Management Reports" is also open, listing: Inst by Duplicate Type, NonInst by Duplicate Type, Set Aging Report, Claim Aging Report, Reason Code Report, Modify FI, Set Status Count History, Performance Standard, Dollar Totals, and Load Date Report. The main window displays a form with the following fields:

CLAIM SET
Protected by the Privacy Act of 1974

SET: 35238 Status: Open Match Type: O

Total Amt Ident Recoup: \$0.00
Total Amt Actual Recoup: \$0.00
Total Allowed HCSR Adj: \$0.00

Date: 09/01/1996 Time: 1:51:13 PM

Dupe ?	Reason Code	Identified Recoup	Actual Recoup	ICN	Suffix	Sponsor SSAN	Resp FI
N	BASE	\$0.00	\$0.00	19953104875276	B	555555555	57
		\$0.00	\$0.00	19953314825901	A	555555555	06

At the bottom, there are buttons for "CLAIM DETAIL" and "LINE ITEM", navigation arrows, and status indicators for "Edit" and "Locked".

2.4. Graphs

The Graphs category of reports displays data in graphical presentations that are useful in management analysis.

The categories of report formats, in concert with parameter screen options, provide users with flexible reporting tools to generate a wide range of reports. If a desired report cannot be devised through the use of the available report formats and the parameter screen options, users have the ability to download their data to their local hard drives, perform their own queries, and generate customized reports using their own database management or report generation software.

See [Addendum E](#) for a listing of available report formats.

3.0. USING THE UTILITY FUNCTION TO DOWNLOAD DATA FOR ADDITIONAL ANALYSIS

Users have the capability to download duplicate claims data to their local system for additional analysis and reporting. This feature permits downloading of a contractor's data to

a local PC, where it can be accessed from a PC-based database management program (e.g., Paradox, Access, dBase, etc.) or a query/report generator. This feature permits the user to perform analyses and develop reports not available in the system. Depending on the volume of data associated with a particular contractor, the process of downloading data could take some time. Users should plan ahead and only perform data downloads during non-peak hours, since the PC will be tied up (i.e., unable to be used for resolving duplicate claims) while the download process is being completed.

3.1. How To Download Data

To initiate a download, a user should first select Utility from the menu bar at the top of the screen. A pop-up menu appears explaining that the user can download his/her current "View" to local Paradox tables and local ASCII fixed length tables in the directory of his/her choice by clicking the 'Yes' box. A 'No' box is also provided to cancel or change the request. If the user clicks 'Yes', a matrix is displayed showing the names and brief descriptions of tables that can be downloaded. The user should follow the directions provided and double click on the table(s) to be downloaded. A check-mark (✓) will appear to indicate which table(s) have been selected. The user also can change the default directory, (c:\dcs\private\download), shown to the right of the matrix to specify another directory for the download. Tables available for downloading are:

dcset	set level data
dcclm	claim level data
dcutlzt	line item data
dcutladj	adjustment data
dcsetcmt	set level comments
dccmnt	claim level comments
dcsetlog	set log
dccount	set counts
dcsgreg	region table
dcsgfi	FI/Contractor table
dcsgreas	reason codes

While the download is being processed, the system will display the message: "Accessing Database.... Working.... Please Wait". This process can take several minutes or hours, depending on the number of claims/sets to be downloaded. If the download consists of 500 or more sets/claims, the user's screen-saver may activate and the Duplicate Claim System screen (with the message about waiting) will disappear. The screen will go blank. In effect, the PC will be inoperable until the download is completed. When the download is completed, the claim screen or screen-saver will reappear. The download will create Paradox tables (files with extension of "db") and ASCII text files (files with extension of "txt").

The downloaded Paradox® tables carry the "key", or index field indicators, to enable users to access the tables for Paradox® reporting. No restructuring of the downloaded Paradox® tables is necessary prior to linking the tables for queries or reports. All a user has to do is open the desired Paradox® tables (using the full version of Paradox For Windows®) and proceed to link the applicable tables. Subsequently, users can perform queries and generate reports. If a user decides to use the ASCII fixed-length files to generate reports in a non- Paradox® environment, tables have to be defined in the database management software

selected (dBase®, Access®, etc.) and the ASCII files imported. [Addendum F](#), Download Files, contains all of the information necessary to create the files, including the key or index fields.

It should be noted that downloaded files cannot be uploaded to TMA systems. This is a security feature to prevent corruption of the Duplicate Claims Database.

3.2. Specifying Data to be Downloaded

The **D**ownload feature of the **U**tility function allows users to specify subsets of data from the Duplicate Claims System to download. It does this in two ways: First, it allows users to set a view through the **V**iew function of the menu bar, i.e., to select specific claim types, set statuses, FIs/regions, match criteria, load dates, PTC dates, and owner types. Then, it allows users to specify which data tables (shown on the previous page) to include in the download.